

## NAVAREA Coordinators' Self-Assessment Quality Management Analysis

Submitted by IHB

### SUMMARY

Executive Summary: This document provides details of the analysis of the NAVAREA Coordinators' Self-Assessment Reports to WWNWS8.

Action to be taken: Paragraph 8.

Related documents: NAVAREA Coordinators' Self-Assessment Reports

1. See attached Quality Management analysis table.
2. A number of the Self-Assessment reports were received after the deadline; this caused significant additional work and delayed the publication of the documents on the website. NAVAREA Coordinators are requested to ensure the published deadline for submission of Self-Assessment reports is observed. It was pleasing to note that all were received in Word format, which greatly assisted in the final preparation of the documents.
3. It was obvious a number of Self-Assessment reports were submitted on a previous version of the template. Details of MSI information received from coastal states within individual NAVAREAs and typical topics/subjects; i.e. mainly aids to navigation, military exercises, port construction activities, etc., helps to identify coastal states that are not providing information or the information that is provided is limited to particular topics/subjects and therefore they are likely not to be fulfilling their entire remit.
4. NAVAREA Coordinators are strongly encouraged to confirm/check the contents of their Self Assessment reports with the National coordinators within their individual NAVAREAs, it was noted that some information contained was incorrect despite the information being available for a period prior to the submission of the Self-Assessment. It is recommended that draft documents are circulated to National coordinators for their input and checking, this will also ensure communication between the NAVAREA Coordinator and the National coordinators.
5. Specific comments on submitted Self Assessment report are contained in the table below:

NAVAREA	Remarks
II	Example CB assessment for NAVAREA, consider using as model in future
III	Previous version of template used; out-of-date contact details
IV-XII	Descriptive limits of XII missing
V	Previous version of template used Has contingency plan been exercised since agreement signed?
VI	Has contingency plan with V been exercised?

VIII	Previous version of template
IX	What are contingency plans and have they been exercised?
X	No details/reasons for reduced availability Jul 15, Sep 15 & Jun 16; Previous version of template used
XI	Previous version of template used
XIII	No immediate priority information for 2015; Previous version of template used
XIV	2.4 – why is time increasing? Previous version of template used Effectiveness of MSI training, second course provided in two years?
XV	Previous version of template used with a number of errors No information on average time to transmit ‘immediate priority’ messages Noting the vulnerability of the region to natural disasters, contingency agreement with adjacent NAVAREA needs to be completed as a matter of priority
XVI	Any time frame for getting non-operational NAVTEX stations back in service? Paragraph 4 table not understood, what is the connection with VIII? Paragraph 5 table and statement in last paragraph 13 do not agree, suggest table should be ‘NO’ for ISO9001 until certification is completed. Noting the vulnerability of the region to natural disasters, contingency agreement with adjacent NAVAREA needs to be completed as a matter of priority
XVII-XVIII	Incorrect GMDSS Master Plan version referenced Has only email information been received in 2015? Has contingency plan with IV been exercised?
XX-XXI	Previous version of template used What are contingency plans and have they been exercised?

6. The relationship between NAVAREA Coordinators and National coordinators is the foundation for the successful provision of MSI to the wider maritime community, this is only achievable if there is open and regular communication. NAVAREA Coordinators have a vital role as the link between the information providers and the maritime customers. It is evident that time and effort invested in developing the skills and capabilities of National coordinators, after the concentrated Capacity Building MSI course, consolidates and reinforces the knowledge and confidence of the individuals as well as their organizations.

7. Having undertaken an extensive customer survey from April 2013 to March 2014, which highlighted a number of areas on which collectively as well as individually NAVAREA Coordinators could focus to improve the service provide, in addition to the apparent training knowledge gaps of the user community, it is suggested a short survey/questionnaire could be developed to assess the performance/interaction between NAVAREA and National Coordinators. It would seek to highlight where improvements could be made by NAVAREA Coordinators to better engage and develop the knowledge and skills of National coordinators, as well identify areas on which National coordinators could focus to improve the provision of information back to their respective NAVAREA Coordinators. The information would assist chairs of Regional Hydrographic Commissions and Capacity Building Regional Coordinators to identify states in need of additional training effort as well as those not gaining from training already provided. This would allow RHC chairs’ to remind National administrations of their responsibilities under SOLAS as well as to maximize the benefits of any CB training provided.

8. The Sub-Committee is invited to:
  - a. **note** the information provided;
  - b. **consider** amending the title to 'NAVAREA Assessment' to better reflect the objectives and sources of the information provided;
  - c. **develop** a short questionnaire/survey to be sent to National coordinators;
  - d. **encourage** NAVAREA Coordinators and participants to submit reports in a timely fashion well ahead of the meeting dates; and
  - e. **take** any other action as appropriate.

## MSI Quality Management Survey

NAVAREA	ISO 9001-2008	Promulgate “In-Force” Bulletins	Promulgate “No-Warning” Messages	Monitor Broadcast in almost real time	Promulgate Immediate Messages within maximum delay period	24/7 contact information provided	Promulgate two scheduled broadcasts	IMO Master Plan updated
<b>I</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>I Baltic Sub-area</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes <sup>1</sup> (Navtex)	Yes
<b>II</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>III</b>	No <sup>2</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>IV</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>V</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>VI</b>	No <sup>3</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>VII</b>	No <sup>4</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>VIII</b>	No <sup>5</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>IX</b>	No <sup>6</sup>	Yes	No <sup>7</sup>	Yes	Yes	Yes	Yes	Yes
<b>X</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>XI</b>	No <sup>8</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>XII</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>XIII</b>	No <sup>9</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>XIV</b>	No <sup>10</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>XV</b>	Yes	Yes	Yes	Yes	No <sup>11</sup>	Yes	Yes	Yes

<sup>1</sup> See paragraphs 4 & 5 of NAVAREA Ib Self Assessment (WWNWS8/3/2/Ib)

<sup>2</sup> See paragraph 5 of NAVAREA III Self Assessment (WWNWS8/3/2/III)

<sup>3</sup> See paragraph 5 of NAVAREA VI Self Assessment (WWNWS8/3/2/VI)

<sup>4</sup> See paragraph 5 of NAVAREA VII Self Assessment (WWNWS8/3/2/VII)

<sup>5</sup> See paragraph 5 of NAVAREA VIII Self Assessment (WWNWS8/3/2/VIII)

<sup>6</sup> See paragraph 5 of NAVAREA IX Self Assessment (WWNWS8/3/2/IX)

<sup>7</sup> See paragraph 5 of NAVAREA IX Self Assessment (WWNWS8/3/2/IX)

<sup>8</sup> See paragraph 5 of NAVAREA XI Self Assessment (WWNWS8/3/2/XI)

<sup>9</sup> See paragraph 5 of NAVAREA XIII Self Assessment (WWNWS8/3/2/XIII)

<sup>10</sup> See paragraph 5 of NAVAREA XIV Self Assessment (WWNWS8/3/2/XIV)

<sup>11</sup> See paragraph 2 of NAVAREA XV Self Assessment (WWNWS7/3/2/XV)

<b>XVI</b>	No <sup>12</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>XVII</b>	No <sup>13</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>XVIII</b>	No <sup>14</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>XIX</b>	No <sup>15</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>XX</b>	No <sup>16</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>XXI</b>	No <sup>17</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes

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<sup>12</sup> See paragraph 13 of NAVAREA XVI Self Assessment (WVNWS8/3/2/XVI)

<sup>13</sup> See paragraph 5 of NAVAREA XVII Self Assessment (WVNWS7/3/2/XVII)

<sup>14</sup> See paragraph 5 of NAVAREA XVIII Self Assessment (WVNWS7/3/2/XVIII)

<sup>15</sup> See paragraph 2 of NAVAREA XIX Self Assessment (WVNWS8/3/2/XIX)

<sup>16</sup> See paragraph 2 of NAVAREA XX Self Assessment (WVNWS7/3/2/XX)

<sup>17</sup> See paragraph 2 of NAVAREA XXI Self Assessment (WVNWS7/3/2/XXI)